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*Memorandum*  
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**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Leslye Corsiglia

**SUBJECT:** SEE BELOW

**DATE:** June 3, 2005

Approved

Date

6/02/05

**COUNCIL DISTRICT:** Citywide

**INFORMATION**

**SUBJECT: ANNUAL REPORT DETAILING ACTIVITIES IN THE HOUSING  
DEPARTMENT'S HOMELESS SERVICES PROGRAM**

On September 9, 2003, the City Council adopted a resolution approving the City's Homeless Strategy (The Plan). The Plan focuses on four major strategies designed to achieve the goal of ending chronic homelessness. The strategies are: Prevention; Rapid Re-housing (i.e. "Housing First"); Wraparound Services, and Proactive Efforts.

The City's homeless program includes four areas: grantsmanship, policy, and legislation, coordination with other homeless providers and City departments, and grant administration. Programs designed to end homelessness administered by the City's Department of Housing include: the federal Emergency Shelter Grant Program and the Housing Opportunities for People with AIDS (HOPWA) Program, the Housing Trust Fund, the PROGRESS Program, and the Mayor's Homeless Families and Children's Initiative. The City also provides direct technical assistance and information and referral services to the homeless and those serving the homeless.

This report covers activity in the Homeless Services Program from January 1 through December 31, 2004.

**Prevention:**

- For the past 13 years, the Housing Department, through the Office of Homeless Services, has provided Rental and Security Deposit Assistance to families and individuals at risk of homelessness. This financial assistance has been in addition to the financial assistance and support provided by other agencies to San Jose residents. In 2004, the City's Office of Homeless Services provided more than \$250,000 in grant funds to over 650 households to keep families and individuals in their homes.
- In the fall of 2004, the Santa Clara County Collaborative on Affordable Housing and Homeless Issues (the Collaborative), of which the City's Homeless Coordinator is an

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active participant, submitted a request for Fiscal Year 2004 funding to the U. S. Department of Housing and Urban Development (HUD) in response to its Notice of Funding Availability (NOFA). In December 2004, HUD published the Homeless Assistance Awards Report for the State of California. Nonprofit agencies in the County of Santa Clara will receive grants of up to \$9.22 million, which will fund 36 projects this year. Of the \$9.22 million, approximately \$6.64 million will be granted to San Jose agencies providing services to the homeless population.

The services provided by the agencies include emergency, transitional, and permanent housing for homeless individuals and families; domestic violence counseling; services to homeless youth; services to people with disabilities; supportive services; job referral; and training programs.

### Rapid Re-Housing – Housing First

- In January 2004, the City of San Jose sponsored the first Housing First program in collaboration with the Housing Authority of the County of Santa Clara, which provided Section 8 Housing choice vouchers for 107 participating families. EHC LifeBuilders and InnVision provide the supportive services to ensure re-housed families have the social and service support necessary to remain stable in permanent housing.
- In February 2004, HomeSafe, a 24-unit development for victims of domestic violence opened. It was made possible with a \$4.5 million loan from the City of San Jose. Charities Housing was the developer of the project, with InnVision serving as property manager and Next Door Solutions to Domestic Violence as the service provider.
- In February 2004, the City received a \$1.5 million award from the State's Proposition 46 Local Housing Trust Fund Program. This award was matched with \$2.0 million from the City's Housing and Homeless Fund to make available \$3.5 million for the development of extremely low-income units specifically targeted to special-needs populations. Through the issuance of the Proposition 46 NOFA, in August 2004, the City anticipated an increase in the number of units for extremely low-income households with special needs. The Housing Department received one request for funding, but due to technical issues the developer decided to withdraw the application. A revised NOFA will be issued in 2005.

### Wraparound Services

- Beginning with the creation of the Office of Homeless Services in 1991, the Housing Department has provided services to homeless individuals and families or those who were at risk of homelessness from its office at 4 North 2<sup>nd</sup> Street. Due to the high volume of clients seeking assistance, averaging over 700 walk-in visits and calls each week, staff determined that homeless individuals and families would be better served at a more suitable location where a wider range of services is provided. In April 2002, the Department relocated its Office of Homeless Services to 2112 Monterey Road in San

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Jose, and beginning in November 2003, the services were being provided, on an interim basis, by the Emergency Housing Consortium.

On February 12, 2004, the Housing Department published a Request for Proposals (RFP) for Wraparound Homeless Services, soliciting nonprofit agencies to provide a comprehensive array of homeless services including homeless prevention counseling, financial assistance and referrals, case management, and permanent housing placement. Two proposals were submitted to the Department, proposing a wide array of services and activities to be provided in four separate facilities across the City. The services included duplicative activities that, if funded, would continue the fragmentation of services provided to the homeless.

Therefore, the City suggested creating a partnership among all agencies that had submitted a proposal to the RFP. The Housing Services Partnership (HSP) was created with EHC Life Builders, InnVision and Sacred Heart Community Service to deliver the range of services specified in the RFP. The City Council approved the selection of the HSP as the Homeless Service Provider in January 2005, and authorized funding in the amount of \$730,000 for one year.

- Staff actively participated in the planning process for the Substance Abuse and Mental Health Service Administration (SAMHSA)'s Navigator Project, modeled after the City of Palo Alto's "Hardest Hundred" program, which is intended to house homeless people with mental illnesses and/or drug and alcohol abuse issues. This proposal was approved by the California Department of Mental Health and the implementation process is underway with a service site (Saint Joseph's Cathedral Foundation); an evaluating agency (the California Department of Alcohol and Drugs); and St. Joseph's Family Center in Gilroy for outreach in the South County area.

**Proactive Efforts:**

- The City of San Jose was the driving influence in organizing the cities in the County to participate in the 2004 Homeless Count and Survey. The City was also instrumental in strategizing, planning and executing the count, as well as recruiting homeless individuals and volunteers to conduct the count and survey. The City also secured venues to be used as training facilities and deployment sites during the count. The Countywide count and survey was completed in December 2004.
- To ensure coordination and the most efficient use of scarce resources, the City's Homeless Coordinator participates in the Santa Clara County Collaborative on Affordable Housing and Homeless Issues (the Collaborative). This includes serving on the following committees and subcommittees: Ex-Officio member; Steering; Rank and Review; Shelter Providers Network; Wellness, Jobs & Income; and Technology. The Coordinator also represents the City of San Jose in the Regional Steering Committee on Homelessness and Housing, which fosters collaboration between all Bay Area Counties. The Homeless Coordinator is a member of the Mental Health Service Act Stakeholders Leadership Forum, which is charged with the development of the Proposition 63

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spending plan. The Homeless Coordinator is a member of the Shelter Plus Care Multidisciplinary Team, the Mayor's Gang Prevention Task Force, and the EHC Reception Center Advisory Board.

- The Department of Housing convened a series of meetings with CEO's of local homeless service and shelter organizations, as well as the County's Housing Director, the Executive Director of the Santa Clara County Housing Authority and the CEO of the United Way. The purpose of these meetings is to address the gaps in the delivery of services to the homeless and to develop strategies to close those gaps. All agencies providing shelter and services to the homeless population have been invited to participate. Three meetings were held in 2004 and they will continue in 2005.
- The City's Homeless Coordinator, as a member of the Technology Subcommittee of the Collaborative, continues to advocate for a consistent method of distributing information to all homeless service and shelter agencies, the homeless population and those at risk of homelessness. Those efforts are consistent with HUD's requirements that all communities applying for funding participate in the Homeless Management Information System (HMIS), a database that will assist agencies to keep track of the services that homeless individuals access in an effort to reduce duplication.
- Staff participated in the City's Family/Domestic Violence Advisory Board. Crafted several campaigns to increase awareness of family and domestic violence, including the Annual Domestic Violence Awareness Walk.
- In the fall of 2004, the Housing Department submitted a request for an Appropriation from the City's federal lobbyist to fund programs specifically designed to help the homeless population: The Security Deposit and Rental Assistance Guarantee Program (\$500,000), the Housing Services Partnership (\$900,000), and the Jobs Training Initiative for the Homeless (\$450,000). It is anticipated that the Appropriations Committee will convene their review meetings in June 2005 and make recommendations on the selected requests no later than August 2005.

### **Disaster Assistance**

The Housing Department has continuously worked with other agencies to assist people who have suffered temporary homelessness because of a disaster. During this reporting period, staff assisted the victims of two house fires, 10<sup>th</sup> Street and Alvin Avenue, which displaced over 35 people. In coordination with the American Red Cross, the City Fire Department, EHC LifeBuilders, and the Tri-County Apartment Association, staff was able to provide financial assistance and referrals to permanent housing. A total of six families were placed temporarily at the Haven, a facility operated by EHC, which was developed exclusively to house victims of disasters in the City of San Jose.

During this reporting period, the Housing Department provided assistance, through its partners, to over 6,000 clients in person and over 25,000 clients by phone.